

Consumer Help Line
888-333-WUTC (9882)
consumer@utc.wa.gov

Education and Outreach
360-664-1125

Media Line
360-664-1116

The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable, and safe.

Regulated companies:

- Telephone
- Electricity
- Natural Gas
- Water
- Garbage
- Recycling
- Residential Movers
- Charter Buses
- Airport Shuttles
- Commercial Ferries
- Natural Gas Pipeline

General Information
360-664-1160
www.utc.wa.gov

PO Box 47250
1300 S Evergreen Pk Dr SW
Olympia WA 98504



Telephone Assistance Program

The Washington Telephone Assistance Program (WTAP) provides assistance to low-income households, including many senior citizens, who are without telephones. WTAP is designed to make sure low income families throughout the state have affordable telephone service for access to vital resources and emergency services.

Cheaper installation

WTAP pays for up-to-half of the connection fee to start your telephone service if there is already a phone line going into your home.

No deposit

You will not have to pay a deposit when you sign up for the WTAP program.

Low monthly charge

Basic local telephone service is \$8 a month plus taxes and fees. WTAP pays for only one local phone line per household. The assistance program does not pay for long-distance calls or optional services such as Call Waiting and Caller ID and Voicemail.

Stand-alone voicemail

For people who cannot get local phone service, WTAP may provide a voice mailbox service. If you do not qualify for the WTAP program, you may be eligible for a free voice mailbox through the Community Voice Mail program, for more information visit www.cvm.org.

How do I know if I qualify?

You qualify if you receive any financial assistance from the Department of Social and Health Services (DSHS), such as:

- Temporary Assistance for Needy Families (TANF)
- Food Stamps
- Supplemental Security Income
- Medical Assistance
- Refugee Assistance

Washington Telephone Assistance Program

- DSHS Chore Services
- Community Options Program
- General Assistance

Am I eligible for Tribal Lifeline and Link-Up programs?

If you live on a federally recognized reservation, you may be able to save even more money on your phone bill through the federal Tribal Lifeline and Link-Up programs. Call your local phone company to find out if you qualify for this program. For more information on Tribal Lifeline and Link-Up, visit www.fcc.gov/indians/financialassistance.

Wireless Assistance

Some wireless phone companies offer federal Lifeline assistance. Lifeline benefits may be applied to only one type of service, landline or wireless, and to one line per household. If you receive WTAP benefits on your landline service, you are not eligible to receive Lifeline benefits on your wireless service. If you are eligible for benefits, you must choose which service would best fit your needs. Contact your wireless company to see if it provides Lifeline benefits .

How do I sign up?

To apply for WTAP, the adult receiving benefits should call their local telephone company with their DSHS client identification number. If you need help signing up for the WTAP program call the commission at 1-888-333-WUTC (9882) or visit www.utc.wa.gov.

Need help with your telephone company? Call the commission!

Commission staff are always ready to answer questions about regulated companies. We can help you with problems regarding their service, rates and billing practices. Please try to resolve your complaint directly with the company first. If you feel you have given them adequate time to correct the problem, and you are still not satisfied, call the commission for help at 1-888-333-WUTC (9882).

For More Information

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1-888-333-WUTC (9882)

consumer@utc.wa.gov

DSHS

1-888-700-8880

Community Voice Mail

206-441-7872